

# Granberry Counseling Centers

*A ministry of the Louisiana Baptist Children's Home*

Granberry Counseling Centers  
7200 DeSiard St., Monroe, LA 71203  
Local (318) 345-8200; Toll-free (877) 345-7411

## Counseling Policies

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### Counseling Sessions

During your first session your counselor will work with you to determine how we can best meet your needs. If you and the counselor agree, future appointments will be scheduled. Sessions are 50 minutes in length beginning from the scheduled appointment time.

### Fees

The standard fee per counseling session is \$75.00. FEES ARE DUE AT THE TIME OF SERVICE. We accept cash, e-checks, and credit cards. You can now make payments securely online by credit card (MC, Visa, Discover, AmEx), debit card, health savings account/flex payment card, or e-check at [www.granberrycounseling.org](http://www.granberrycounseling.org). We ask you to consider making your payments online prior to coming to your counseling session, **print your receipt and bring it with you**. If you do not have access to a computer your counselor will allow you to use his/her computer to make your payment at the conclusion of your session. You may also make a payment over the phone to our main office in Monroe by calling (318) 345-8200 or 1-877-345-7411. This will expedite your payments and eliminate delays in processing your credit cards or checks. By creating your own account on-line, you can also keep track of payments made. We will notify you of any returned e-check payments for which we charge \$5.

Please be aware that any declined insurance payments are your financial responsibility. We will help in any way we can to facilitate insurance payments. We do not accept Medicare or Medicaid.

### Cancellations

We understand that occasionally appointments need to be cancelled. Please notify us as soon as possible when you know that you need to cancel. This provides an opportunity for that counseling session time to be available for someone else. **If you do not notify us of your cancellation within 24 hrs of your scheduled appointment it is our policy to bill you your regular session fee or \$35.00, whichever is greater.** If you do not attend a scheduled appointment without proper notification we reserve the right to receive the above mentioned fee before scheduling future appointments.

### Emergencies

In some extreme situations, you may need to talk to your counselor before your next scheduled session. If the need cannot wait until the next scheduled session call (318) 345-8200 or 1-877-345-7411 for toll free assistance. If your counselor is not available, please leave a message and your call will be returned within 24 hours or the next business day. If you need assistance after hours, weekends, or in an emergency, call the following provider for crisis intervention or go to your local hospital emergency room:

#### National Hopeline Network 1-800-784-2433

#### Baton Rouge:

The Phone (Crisis Intervention Center)  
225-924-3900  
Outside of Baton Rouge  
1-800-437-0303

#### New Orleans:

1-800-366-1740 (River Oaks Hospital)  
504-269-2673 (Cope Line)  
1-800-749-2673 (Cope Line)  
504-895-2550 (Youth)

#### Lake Charles:

1-800-366-1370 (Children)  
1-800-272-8367 (Adults)

#### Monroe:

318-323-1505 (Wellspring)  
1-800-716-7233 (Northeast La.)  
318-387-5683

#### DeRidder:

318-462-0609

#### Leesville:

337-239-4357

#### Shreveport:

318-227-2100 (Centerpoint)

#### Alexandria:

318-487-5611 (CenLa State Hospital)  
318-443-2255 (United Way)

#### Oakdale:

1-800-784-2433  
1-318-335-3700